

INFORMATION
RESOURCES
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BOOK BUYING BRIEF

The Library has stepped out of the “middleman” book purchasing role. With the Lab’s adoption of the Procard Master Card for purchasing, and with Procards so widely distributed throughout divisions and sections, it is no longer efficient for the Library to purchase books for others. It is more time- and cost-efficient for a department or person to order books directly using the Procard.

Thanks to the Fermilab Procurement Department, the Library negotiated a pricing agreement with Majors Scientific Books. Majors will accept Procard purchases, and can offer many books to Fermilab employees at a 10% discount. A 5% discount is also available from Books & Bytes in Naperville.

To help you with book purchases, the Library created several Web pages that link to book and report vendors. All of the booksellers listed accept bank card charges.

The Library Web page at <http://www-lib.fnal.gov/library/bookstore.html> links to booksellers. The Web page at <http://www-lib.fnal.gov/library/databases.html> includes information on ordering standards and patents.

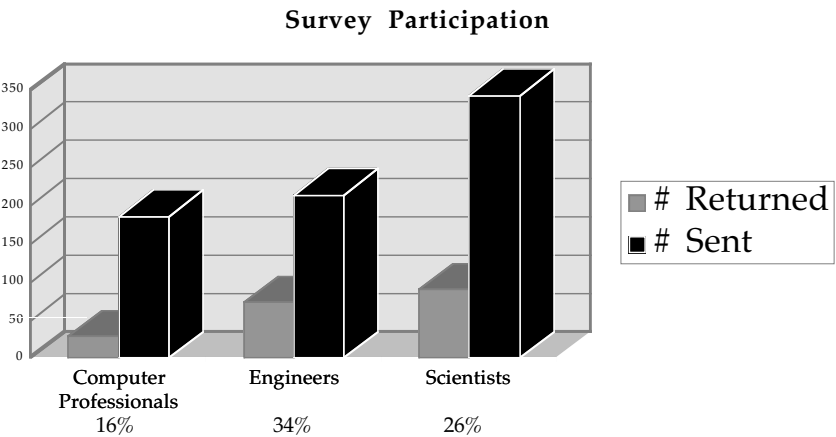
If you have questions about book vendors or book ordering, contact the Library at x3401 or send e-mail to library@fnal.gov.

THE SURVEY SAYS

Our department recently conducted a customer survey. We thank everyone who participated. The information you provided us is very useful. It will help us better understand our customers’ information needs and better target our communication efforts. In the next several issues of *Resources*, we will share with you what we learned and address comments and questions included on the surveys.

We sent our survey to three groups at the Laboratory: computer professionals, engineers and scientists. We targeted the survey in this manner because most of the customers we serve fall in these three categories. (This does not mean we wish to exclude comments from other groups.) We color-coded the surveys so that we could calculate the percentage of return for each group.

When we decided to conduct a “mail questionnaire” survey, we knew that the return could be too low to give us an adequate sample. We also knew that in any survey return, the respondents are not necessarily representative of the entire population. A return rate of over 20% is considered by most authorities to be an adequate response for analysis. We mailed 741 surveys and 192 were returned. This gave us a 26% overall return rate. The chart below shows the return rate for each of the three groups surveyed.



Although we expect the information gathered in this survey to be helpful in making decisions about resources and services, it certainly does not replace the most valuable input, which is face-to-face conversation with our customers. We encourage you to continue to share with us your ideas for collection development, information access and delivery, and additional information services.



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for information

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CHECK IT OUT

In our last issue of *Resources*, we told you how to access the Library online catalog via the Web. Since then, several readers have asked how they can tell, from the catalog record, if an item is available for checkout and where the item is located in the Library. This is known as “Holdings” information.

Let’s say you are using the catalog looking for “The Future of high-energy physics in the United States: Statement for the 1994 HEPAP Subpanel,” by John Peoples, Jr. You have the title page up on your browser screen and it looks like this:

FUTURE OF HIGH ENERGY PHYSICS IN THE UNITED STATES
STATEMENT FOR THE 1994 HEPAP
Records 1 to 1 of 1
The Future of high-energy physics in the United
States: Statement for the 1994 HEPAP Subpanel
February 1994

(If you click on the underlined title—all underlined information represents a clickable link—it will take you to another screen with additional information. See below)

The Future of high-energy physics in the United
States: Statementfor the 1994 HEPAP Subpanel
Title:
The Future of high-energy physics in the United
States: Statement for the 1994 HEPAP Subpanel
Author:
Peoples Jr., John
Source:
February 1994
Subject:
Technical memo.
Holdings:
PHOTOCOPY ROOM
CALL NUMBER: FERMILAB-TM-1877 — Preprint — Available

You’ll notice that at the bottom of the page display (shown above) there is a subheading called “Holdings.” Under this subheading is listed the location, *PHOTOCOPY ROOM*, followed by the paper’s call number, and at the end of the line its circulation status, “available.” This means that the preprint should be on the shelf in the Photocopy Room. If the status informations says “checked out,” it means the item is checked out to another person and currently unavailable. If an item is checked out, you may call the Library at x3401 and reserve the item. You will then be notified when the item is returned.

COMPUTING TECHNIQUES SEMINAR TALK

The Information Resources Department will be presenting a talk titled “The Virtual Library: Using the World Wide Web for Information Delivery and Retrieval.” The talk will be presented on May 27, 1997 at 2:00 p.m. in the 1 West Conference Room. Presenters will be Beth Anderson, systems librarian and Jean Slisz, technical editor. The presentation is one in a series of Computing Technique Seminars sponsored by the Computing Division. Two previous talks highlighting the use of the World Wide Web at Fermilab were given by CDF and E831.

Anyone who is interested is invited to attend. The presentation will cover features of FNALPUBS, the Information Resources Department’s preprint fileserver. Beth and Jean will discuss how to use the online catalog as an effective search tool, how to submit and retrieve full-text preprints, how to access electronic journals and other topics relating to our online resources. They will also give an overview of information provided on the Web from other Laboratory Services Section departments.



PC MANAGERS CAN ASSIST YOU

In order to fully take advantage of the online resources provided by the Information Resources Department, your computer needs to be configured with several “helper” applications. Exactly which applications are needed and how they should be installed on your computer depends upon your operating system and other variables. If your computer is not properly configured or if you do not know how to use the configured applications, we urge you to contact your personal computing support person. If you are having difficulty accessing any of the online information provided by our department and do not know who provides your desktop support, please send e-mail to techpubs@fnal.gov and we will connect you with the appropriate support person. You may also refer to our web page ([http://www-lib.fnal.gov/
software.html](http://www-lib.fnal.gov/software.html)) which describes the needed helper applications.

Many of the individuals responsible for PC/MAC desktop support attend regular Fermilab “pc-managers” meetings and/or subscribe to the “pc-managers” listserv. They do this to share information and solutions. Keeping current with common problems helps them provide you with better support. During the April meeting, Beth Anderson and Jean Slisz talked to the pc-managers about common problems people have experienced when using our online resources and presented solutions to those problems.